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How Do You Add a User?

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Contact Upgrade Sales at ASI Computer Systems: 319-266-7688 ext1.

Explanation: New users are added through the registration process (with ASI Computer Systems) that authenticates the software during first time access. At the time of original purchase, an email is sent to the primary operator that contains their registration serial key (s) and user names. On the login window, press the down arrow on the combo box to see all possible users. On the first login, the user will be prompted for authorization to enter their registration serial key.

User - Manage is where individual users can be maintained. Each user should be assigned a specific security role. You can also enter an **email address, ESP CRM Login and SMTP Authentication** if needed. Various checkboxes to give further

options are also listed here.

If the user is not found in the drop-down list, try one of these situations:

Situation #1: The name is not in the dropdown and do not see any names beginning with "User_".

Solution: All the virtual user licenses have been assigned to users and the user has three options.

1. Contact Upgrade Sales ASI Computer Systems to add more users.

2. Login as one of the existing users.

3. Have the software administrator change one of the existing logins to the users' name and reset the password. ***NOTE:*** *the assumption is that an existing user no longer has a need to login to the software (IE: No longer with the company or longer needs access to the ASI SmartBooks software).*

Situation #2: The user doesn't see their name in the dropdown but does see names beginning with "User_".

Solution: Logins that start with "User" are unassigned logins. The user should contact their Software Administrator to request a login. The administrator will login to ASI SmartBooks and change one of the unassigned logins to the username and select to reset the password before saving.

Situation #3: The user is trying to activate but does not have a registration serial key.

Solution: The user or user's company has not received their registration serial key(s).   This could be:

User has downloaded and installed software for demo purposes. ASI Computer Systems has not added them to the registration/activation database and has not emailed the key(s).

User has downloaded and installed software after purchasing. ASI Computer Systems has not added them to the

registration/activation database and has not emailed the key(s).

User has downloaded and installed software but not as a demo or as a purchase. User needs to contact Sales at ASI Computer Systems to purchase or get setup as a demo user.